

Budgetary Proposal Presented on behalf of Avaya and RingCentral

City of Harrisburg

Presented by:

Susan Radel Sioux Falls Networks 6052715050 susan@siouxfallsnetworks.com Monday, April 24, 2023





Monday, April 24, 2023

Toby Huizenga City of Harrisburg 301 E Willow St Harrisburg SD 57032, US

Dear Toby Huizenga

We value your business and want to ensure your request is handled as efficiently as possible from start to finish. Based on your specifications, the following budgetary proposal has been prepared for you. Please review and let me know if there are any changes needed.

In the event you wish to pass a final binding order, please let me know and I will make sure a binding order form will be sent to you by separate mail or electronically by email.

Please contact me if you have any questions or concerns about the information included in this budgetary proposal. Thank you for your business.

Best Regards

Susan Radel 6052715050 susan@siouxfallsnetworks.com Sioux Falls Networks





Preamble

This is a non-binding, budgetary proposal. Pricing is indicative and is subject to change and does not constitute either an offer to sell nor a representation that a purchase can be effected at that price. Any provision of products, services or solutions will be subject to the terms of a final binding proposal.

The purchase of services and/or products is premised on and subject to Avaya and RingCentral's standard terms and conditions, referenced through the links provided in this proposal. Submission of this proposal by Avaya and RingCentral conveys no right, title, interest or license in any intellectual property contained or embodied herein. The entire contents of this proposal are the proprietary and confidential information of Avaya and RingCentral.

Avaya and RingCentral are sharing this information with Customer for the limited purpose of evaluating a business arrangement with Avaya and RingCentral, and Customer may not disclose its contents to: (i) any third party without the prior written consent of Avaya and RingCentral; or (ii) to those of its agents, principals, representatives, consultants, or employees other than those who need to know these contents for the purposes of Customer's evaluation of the proposal.

Customer will treat the proprietary/confidential information contained herein with at least the same level of care as it takes with respect to its own confidential information, but in no event with less than reasonable care.

Overview

This budgetary proposal dated Monday, April 24, 2023 is offered by Avaya parties and RingCentral as follows:

Customer

City of Harrisburg 301 E Willow St Harrisburg SD 57032, US

Avaya Customer ID 0052019001

v

Contact Person Toby Huizenga 6057435872 toby.huizenga@harrisburgsd.go

Avava / RingCentral As defined in the Proposal Summary below

Ring Central

Avaya Inc. 350 Mt. Kemble Avenue Morristown NJ 07960, US **Commercial Registration:** 3178280

Sales Agent Presenting/Facilitating the deal (not a party)

Sioux Falls Networks 304 W 37th Street Sioux Falls SD 57105, US





Proposal Summary

The following summarizes products and services included in this proposal.

Avaya/ RingCentral	Product/Services	Start Date *	End Date	Billing Cycle	Cur.	One-Time Charge	Monthly Charge
Ring Central	Avaya Cloud Office® by RingCentral			Monthly	USD	0.00	231.19
Ring Central	Avaya Cloud Office® by RingCentral			One-Time	USD	0.00	0.00
Avaya Inc.	Devices			One-Time	USD	1,340.48	0.00
Avaya Inc.	Packaged Professional Services			One-Time	USD	0.00	0.00
				Tota	I (USD)	1,340.48	231.19

Amounts are exclusive of applicable taxes, fees and/or shipping costs.

This offer may contain usage-based service(s) as indicated in the applicable Service Descriptions. Any usage beyond the contracted quantities will be invoiced as described in the Service Description, unless otherwise stated in the Quote Details below.

If Start Date is blank then Avaya Cloud / Subscription Services activation will commence within 24 hours of order placement.

Contract activation & Billing will always commence on the 1st day of the month following the service activation.

The Start date is the anticipated start date. The order date may be later than the anticipated start date at the time this Customer Order Form was created. At time of placement, the start date will be updated. Where a co-Termination date is selected, the end date remains unchanged. Otherwise, the end date will be adjusted to move out relative to the start date.

Where a "Ramp" Period applies to a service Bundle, the calculations above are adjusted to reflect a Ramp period during which Fixed/Minimum Commit charges will not be billed. Offers that include usage billing will have usage charged during the Ramp Period.





Proposal

Quote Details: Devices

Quote ID	AUS701	K9F4	Quote Generated		01-May-23	
Sold By	Avaya In	С.	Quote Valid Until		30-Jul-23	
Customer	City of H	arrisburg	Start Date *			
Location Name	Location	1	Service End			
Currency	USD		Billing Frequency		One-Time	
Renewal Term	N/A					
Customer Name	e City of H	larrisburg			ID: 00520	19001
Billing Compan	Billing Company City of Harrisburg				ID: 00520	19001
Payer Company	Payer Company City of Harrisburg		ID: 0102328093		28093	
Services	Material	Description	QTY	Rate (USD)	One-Time Charge (USD)	Monthly Charge (USD)
Devices	70051356 9	Avaya IP Phone J179 - Top Seller-Purchase for	10	0.00	1,250.00	0.00
Devices	70051558 1	HC010 - Select now for best pricing(Limited time promotions available)-Purchase for	2	0.00	90.48	0.00
			Sub T	otal (USD)	1,340.48	0.00

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Quote Details: Avaya Cloud Office® by RingCentral

Quote ID	AUS701K9C9	Quote Generated 01-May-23
Sold By	Ring Central	Quote Valid Until30-Jul-23
Customer	City of Harrisburg	Start Date *
Location Name	Location 1	Service End
Currency	USD	Billing Frequency Monthly
Renewal Term	24 Months	
Customer Name	City of Harrisburg	ID: 0052019001
Billing Company	City of Harrisburg	ID: 0052019001
Payer Company	City of Harrisburg	ID : 0102328093

Services	Material	Description	QTY	Rate (USD)	One-Time Charge (USD)	Monthly Charge (USD)
Avaya Cloud Office® by RingCentral	409613	EXISTING PHONE	10	0.00	0.00	0.00
Avaya Cloud Office® by RingCentral	409621	COMPLIANCE & ADMIN COST RECOVERY FEE	11	4.00	0.00	44.00
Avaya Cloud Office® by RingCentral	409622	E911 SERVICE FEE	11	1.00	0.00	11.00
Avaya Cloud Office® by RingCentral	409623	DIGITALLINE UNLIMITED	10	16.12	0.00	161.20
Avaya Cloud Office® by RingCentral	409626	DIGITALLINE BASIC	1	14.99	0.00	14.99
Avaya Cloud Office® by RingCentral	409847	MAIN LOCAL NUMBER	1	0.00	0.00	0.00
Avaya Cloud Office® by RingCentral	409851	MAIN LOCAL FAX NUMBER	1	0.00	0.00	0.00
			Sub T	fotal (USD)	0.00	231.19







Quote Details: Packaged Professional Services

Quote ID	D PUS701K9FG		Quote Generated		01-May-23	
Sold By Avaya Inc.		Inc. Quo		e Valid Until	30-	Jul-23
Customer	City of H	arrisburg	Start Date *			
Location Name	Location	1	Service End			
Currency	USD		Billing Frequency		One-Time	
Renewal Term	N/A					
Customer Name	e City of H	arrisburg			ID: 00520	19001
Billing Compan	y City of H	City of Harrisburg			ID: 00520	19001
Payer Company	City of H	City of Harrisburg			ID: 01023	28093
Services	Material	Description	QTY	Rate (USD)	One-Time Charge (USD)	Monthly Charge (USD)
Packaged Professional Services	411475	ACO PKG ACO BASIC IMPLEMENTATION	1	0.00	0.00	0.00
			Sub	Total (USD)	0.00	0.00

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Terms & Conditions

The following terms (collectively, the applicable "Terms") will apply to purchases made under a final binding proposal:

Agreements (SLSA)	Avaya's Software License & Services Agreement including any Order Specific Terms as mentioned in the SLSA and applicable to the Order
	https://download.avaya.com/css/public/documents/101080419
Service Description	The applicable service documents are available under the following links
	Packaged Professional Services https://www.avava.com/ecomm/utils/doc/stream/1a0d00bc95db47e3f1773d042ae

4d27befb0d705f3c764bce83b9108e323ce7d6d1300d44ce5be/

Any future binding order will incorporate by reference, the terms and conditions of the applicable Service Description(s) and will be subject to the SLSA in effect as of the date of the final binding order, unless (i) Customer has a written master agreement in effect and executed by Avaya for such products and services, in which case such written master agreement will govern as to those products and services, or (ii) otherwise set forth herein. Cloud and hosted services may require online registration to be activated.

To the extent that different Avaya entities perform the ordered services, each entity shall be obligated only for the performance of its portion as set forth above in the Summary. Joint and several liability shall be excluded.

Order specific Master Services Agreement (MSA) by RingCentral including any Order Specific Terms as mentioned in the MSA and applicable to the Order for all material offered by RingCentral.





Avaya Cloud Office[®] by RingCentral

Simplify your Communications so you can Focus on your Business

Driving revenue, delighting your customers, ensuring your people are productive. Keeping all the plates spinning is challenging enough without the headaches of poor communications. Avaya Cloud Office by RingCentral can fundamentally enhance the way your business communicates with customers, partners and across your organization by simplifying the way you call, meet, message and more.

Avaya Cloud Office places you, and all your users, in control of their communications, and delivers a unified communications experience that's intuitive to use and accessible from a phone, a browser or any mobile device. From a single interface you'll chat with colleagues, make and receive calls, plan and join meetings, collaborate with screen sharing and video and keep your teams on-task with file sharing, task management and virtual team rooms that let everyone share and stay up-to-date.

If all those capabilities sound like a lot to manage, don't worry—we take care of that for you. This public cloud solution from Avaya makes it easy. We keep your solution updated and secure with the latest releases - you don't need to lift a finger. And Avaya Cloud Office's flexibility makes it easy to expand as your business grows - in people or locations.



Bring your Communications into the 21st Century

Voice is no longer the only way, or even the preferred way to stay in touch with customers and colleagues. Instead, chat/Instant Messaging (IM), often begins an interaction that may escalate into an audio, video, or content sharing session. The reality is your employees and customers expect more - they want a seamless and intuitive communications experience that fits how they work instead of changing the way they work, helping them stay in touch on their device of choice as they move throughout their day. Avaya Cloud Office creates a portal for communications, allowing your people to quickly transition to the mode that's exactly right for them at any moment. One click is all it takes to start a call, join a meeting, contribute to a team chat or share content.





Integrated Meetings Keep it Simple and Reduce your Costs

With Avaya Cloud Office, there's no need to pay for separate meeting services. You'll enjoy unlimited audio and video conferencing with hundreds of audio or video conference participants. Share your screen and files with colleagues, integrate with your existing conference room systems and create impactful webinar experiences for large audiences.

Texting for Business (*Available in US and Canada only)

Texting (SMS) may be the most common way today to engage with someone else. But texting from your personal account may not be appropriate or optimal. It requires sharing your personal number with business contacts and makes it difficult to keep all your business communications in one stream. With Avaya Cloud Office, you get the same experience you're used to, but all from within your Avaya solution. No mixing up contacts or worrying about personal verses business communications - each kind of contact stays within its domain. And Avaya Cloud Office supports Multimedia Messaging Service (MMS) allowing you to send and receive images, videos and other multimedia content.

One Number Does it All

With Avaya Cloud Office, one number does it all; voice, FAX, texting* and multimedia messages all come to your single number - easy to manage, easy to control, and easy to see at a glance. You'll always know what's going on even if you can't pick up, through instant notifications for voice and FAX messages via email or the Avaya Cloud Office app.

Secure, Reliable Communications for your Critical **Business Needs**

The Avaya Cloud Office's platform ensures you receive the security, reliability and coverage you need to move your business forward. Enterprise-grade capabilities like multiple, globally distributed data centers, enterprise single sign-on, and flexible role and permissions for administrators ensure your critical business communications remain secure and available when you need them.

Integrations that Make Sense for the Way you Work

You rely on a variety of different tools to get your work done every day: desktop apps, workflow automation, and customer relationship management from such vendors as Google, Salesforce, Oracle and Microsoft. With Avaya Cloud Office, you can integrate those apps with your communications, creating a seamless experience that eliminates the need to switch between applications. Simple, intuitive and fast. It lets you get more done.

Leverage Analytics to Understand your Communications and your Business

Take the guess work out of understanding how communications work at your business. Avaya Cloud Office comes complete with an up-to-the-hour advanced call management system and analytics. Use the built-in reports or create your own dashboards with over 30 Key Performance Indicators (KPIs). You'll understand such metrics as your utilization, missed calls, time to answer, refused calls, meeting frequency, and system Quality of Service (QoS).

Go Beyond

With Avaya Cloud Office, you'll go beyond voice communications to a world where multi-media collaboration brings unprecedented productivity to your users and unprecedented responsiveness to your customers. Flexible, easy to use, feature rich, mobile friendly and backed by Avaya's award-winning support, Avaya Cloud Office is available today to simplify your communications so you can focus on driving your business forward.

Avaya Cloud Office provides a single solution for all your communications needs:

- Calling
- Chat
- Meetings and Collaboration
- File and Desktop Sharing
- Task Management





Proposal





All-inclusive cloud communications and collaboration system

- Integrated voice, fax, conferencing, video meetings, messaging, and team collaboration for every employee also enabling a single business identity
- Unifies the way employees, customers, and partners communicate with one another
- Industry-leading reporting and analytics
- Enterprise-grade reliability, carrier grade availability, guaranteed quality of service, and security with best-in-class encryption standards
- Simple per-user pricing; no separate maintenance and support contracts
- Low Total Cost of Ownership (TCO) and savings on Capital Expenditure (CAPEX)

Ease of management

- Manage all offices and users from anywhere with a single easy-to-use, mobile-enabled interface
- Enjoy complete administrative control, self-service capabilities for users, and reduced dependence on service providers
- Get quick, simple, streamlined system setup and user activation
- Easily scale as your business grows by adding offices, in-office or remote workers in just minutes
- An Avaya Customer Success Manager will be engaged with you throughout your complete lifecycle beginning with the purchase, and will add value in many areas including:
 - Onboarding, including a kickoff call, number porting and user adoption
 - End User Enablement, including how-to videos, instructional monthly newsletters and job aids
 - Sustained Utilization, including platform utilization analysis, proactive feedback and managing a success plan

Open platform

Customize your Cloud unified communication experience with the more than 200 ready-to-use integrations with business cloud apps, including Microsoft 365[™], Salesforce®, ServiceNow®, Zendesk®, Google G Suite. For latest refer - <u>https://www.ringcentral.com/apps/?compatibility=avayacloudoffice</u>

Developer platform with open APIs and SDKs to enhance business workflows with custom integrations.





Some key integrations include:

Avaya Cloud Office for Office 365

Avaya Cloud Office for Microsoft 365 seamlessly blends business communications into your work environment, transforming your Microsoft 365 integration into an enterprise-grade communications hub with a powerful and easy-to-use interface that is very simple for end-users to deploy and for IT to manage. This integration empowers your workforce with a superior, robust cloud communications solution accessible directly from Microsoft Outlook® and Microsoft Teams on the web.

Avaya Cloud Office for Microsoft Teams

Avaya Cloud Office for Microsoft Teams brings robust, enterprise-grade communications and collaboration capabilities to the Teams app whether you're using Teams on the web or the Teams desktop app. With the Microsoft Office 365 integration installed, users can make calls, send SMS'*, and initiate meetings in Teams. With the Microsoft Teams native bot, users can make outbound calls, schedule meetings, and start meetings without leaving Teams. (*SMS available in US and Canada only)

Avaya Cloud Office for Salesforce

Let Avava Cloud Office for Salesforce enhance your CRM and Service Management experience by automating workflows, increasing call efficiency and improving the quality of customer interactions. The integration works in both Sales Cloud and Service Cloud. Avaya Cloud Office for Salesforce lets you make and receive calls directly from your Salesforce



account. You can also quickly assign call dispositions, log calls, take notes, schedule meetings and more, without jumping back and forth between applications.

Avaya Cloud Office for Google

Seamlessly integrate your Avaya Cloud Office communications and collaboration solution with Google Cloud to create a powerful business communications hub. The Avaya Cloud Office for Google Chrome extension makes it easy for your teams to access key Avaya Cloud Office features without leaving their Google applications, simplifying workflow and increasing productivity.

Global Availability

- Avaya Cloud Office is available in Australia, Austria, Belgium, Canada, France, Germany, Ireland, Italy, Netherlands, Portugal, Spain, United Kingdom, and United States and can be extended into over 40 countries with Global
 - Office and over 100 countries with International Virtual Numbers.
- Deploy and manage a single solution globally
- Instantly provision and activate • employees in countries with local capabilities
- Number availability in over 100 countries for local business presence



Multi-lingual product and support

Please visit ACO Pricing / Features Details for country specific bundles and standard pricing. Work with you sales representative to determine what current promotions may be available. (Please select the correct country in the red drop down box, top right)





Our customers

Avaya is a global leader in solutions to enhance and simplify communications and collaboration and is the trusted provider for countless enterprises.

- More than 90% of the U.S.'s largest companies are Avaya customers
- 100M UC lines and over 5m Contact Center Seats
- Customers in 175+ countries

Awards and industry recognition

Avaya is a leader in cloud-based business communications and collaboration solutions.



• TMC 2021 Cloud Computing Excellence Award - October 2021: The award goes to Avaya Cloud Office; our all-in-one app lets people work everywhere and every way business does. Avaya is honored for their achievement in bringing innovation and excellence to the market.

 June 2021: Avaya's great scores come from top ratings in technical features, reliability, audio performance, and overall innovation. Customers give high marks to Avaya's UCaaS capabilities and quality.





• April 2021: Avaya is identified as a leader for the fourth consecutive year. Avaya takes collaboration beyond video conferencing with deep capabilities that keep hybrid-working teams engaged and connected throughout a project.

 Digital.com - The Best VOIP Phone Services Of 2020: November 2020, Avaya Cloud Office makes the list for its variety of feature-rich, cloudbased phone system packages.





• Avaya Cloud Office received 2020 Unified Communications Product of the Year Award - June 2020: Avaya Cloud Office won CUSTOMER magazine's 2020 Unified Communications Product of the Year Award, which honors the most innovative unified communications products and solutions available over the past year.

 CRN 5-Star Rating - April 2020: CRN, a brand of The Channel Company, has given Avaya a 5-Star rating in its 2020 Partner Program Guide, recognizing our Avaya Edge Partner Program for the 11th consecutive year.

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Additional awards and details can be found at: <u>https://www.avaya.com/en/awards/</u>



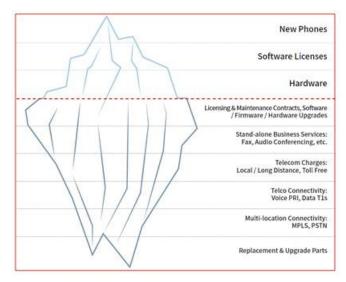


Summarv

When assessing the future of your business communications, making the decision to stick with an onpremises phone system versus moving your communications to the cloud can be a complex process. The overall benefits of switching to a cloud phone system, let alone one simple integrated and unified communications solution, clearly outweigh the benefits of managing a legacy phone service along with all the individual vendors required to meet your communications demands. But, when it comes down to it, a huge part of this decision revolves around cost.

For an on-premises phone system, the most obvious outlays are the ones you can see and touch-the hardware and the phones that connect to it. At thousands of dollars, the phone system easily stands out as the big-ticket item. However, once you begin to probe beneath the surface, you may be surprised to find that the hidden costs of an on-premises phone system are nontrivial, making your total cost of ownership (TCO) greater than you originally expected. In fact, the costs may total more than the large initial capital expense of the basic hardware.

The cost-saving benefits, along with the simplicity, flexibility, and manageability of unified cloud communications explains the rapid adoption of these solutions by businesses of all sizes. Cloud solutions allow you to move all of



your business communications to the cloud and benefit from the same cost and operational expense reductions you can experience when you move other critical business applications. Avaya Cloud Office provides an all-inclusive cloud communications and collaboration solution that can be customized to suit your business needs and budget. Not only can you rest assured that your overhead will be reduced considerably, you'll have the peace of mind that your employees have everything they need to do business effectively, today and into the future.





Avaya IP Phones J100 Series

Avaya IP Phone J139: The J139 is a cost-effective IP device that addresses the need for secure, basic voice communications for users within large Enterprises and Small and Medium-sized companies. It is well suited for users that need only the most commonly used voice features. It provides a new level of simplicity in using features such as Hold, Transfer, Conference, Forward, and Call Park / Un-Park.

Avaya IP Phone J159: The J159 is a button-intensive IP Phone that addresses the need for everyday voice communications. It is available in Cobalt Black color and is targeted users who desire a small form factor packed with lots of feature buttons. Multiple line phone with four red/green line/feature indicators on primary screen and four pages of six red/green line/feature indicators on secondary screen plus fixed feature buttons for Hold, Transfer, Conference, and Redial.

Avaya IP Phone J179: The J179 is an 8-line phone ideally suited for everyday voice communications. It was designed to meet the needs of professionals, salespeople and call center, medium/high volume users who rely on the full range of telephony, productivity, and collaboration features. These users rely on common functions like directory, speed dial and Wi-Fi[®] or Bluetooth® connectivity to enhance their productivity and collaboration. The high performing Avaya J179 IP Phone features a grayscale display, 4 soft keys, high definition audio quality, integrated Gigabit Ethernet interface, headset support, and up to three 24-button Expansion Modules.

Avaya IP Phone J189: The J189 is the latest device in our J100 IP Phones portfolio. This premium model addresses the need for everyday voice communications. It is designed for knowledge workers that need the full range of UC features to do their job, want to use a color display, or need advanced capabilities such as Bluetooth headsets or wireless LAN connectivity. Avaya IP Phone J189 works with Avaya Aura 7.1.3.3, IP Office with release IPO 11.1.1.

Avaya JEM24 Expansion Module: The JEM24 Expansion Module extends the number of call appearances and feature buttons on the Avaya J169 IP Phone & Avaya J179 IP Phone. Each expansion module provides 24 additional lines for incoming calls, outgoing calls, autodialing, and calling features.

Avaya J100 Wireless Module: The J100 Wireless Module is an optional plug-in-circuit board for the J129 IP Phone, J159 IP Phone J179, and J189 IP Phones which provides the following capabilities. Note that WLAN functionality requires the use of J100 2.0 or later software. Bluetooth® functional requires the use of J100 4.0.0 or later software.



















Avaya Huddle Cameras

Avaya provides High Definition (HD) video conferencing room systems that incorporate the latest state-ofthe art video technology with capabilities mandatory for today's room system deployments. Avaya Huddle Cameras HC010/HC020/HC050 are the Avaya flexible solution for a wide range of scenarios, including personal and home use, but also huddle rooms for small groups. Huddle Cameras can be used with your laptop (PC or Mac), or with your CU360 or XT unit. When used with the laptop, the cameras can be controlled with their own remote (HC020 and HC050), or with a free software available on the support website (all models). When connected to CU360 and XT Room System user can enjoy full control through the codec Remote Control, Collaboration Control, Web Interface, and APIs. The huddle cameras deliver an exceptional experience for training, brainstorming, team and customer meetings with a personal connection. The ease of installation and use make them ideal for personal use, individual workgroups, small to mid-size businesses, or complementing an enterprise collaboration deployment.

Avaya Huddle Camera HC010: Perfect fit as laptop USB camera. Fully integrated with Avaya Spaces®, Avaya Cloud Office®, Avaya One Cloud[™] and Avaya Workplace, and interoperable with all third party cloud services. A full HD USB fixed camera, providing a high quality 1080p30 video signal, with digital Pan Tilt Zoom. Perfect solution for laptops and NUCs.

Avaya Huddle Camera HC020: Suitable as laptop USB camera, or as optional camera for CU360 and XT Series. Fully integrated with Avaya Spaces®, Avaya Cloud Office®, Avaya One Cloud[™] and Avaya Workplace, and interoperable with all third party cloud services. It is a full HD USB fixed camera, leveraging the quality of a UltraHD 4K sensor to provide a high quality 2160p30 video signal, with digital Pan Tilt Zoom (1080p resolution up to 2x zoom, 720p @3x zoom), and the option to send uncompressed signal on HDMI.

Avaya Huddle Camera HC050: "Suitable as laptop USB camera, or as optional camera for CU360 and XT Series. Fully integrated with Avaya Spaces®, Avaya Cloud Office®, Avaya One Cloud™ and Avaya Workplace, and interoperable with all third party cloud services. It is a full HD Pan Tilt Zoom USB camera, with 1080p60 video signal and optical zoom 12x. A perfect solution for huddle, small and medium rooms.

Avaya One Cable Connect Hub: The OCC Hub allows transforming any office to a small videoconferencing room. It is the core component of the Avaya Huddle Room kit for laptops. All you need is a single USB cable to connect the camera, the audio device and the room's screen to the collaboration app on your laptop.









